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Salon Experience Specialist Job Description

BASIC FUNCTION OF THE SALON RECEPTIONIST

Southern Exposure offers hair, nail and UV tanning services. The basic function of Salon Receptionist is to provide support for salon service providers and the owner. This includes servicing customers and prospects, managing salespeople and solicitors, assisting with events, managing retail products, cleaning and upkeep of the salon, and administrative duties. This position will not experience downtime. There is always something to be done.

REPORTING RELATIONSHIPS

The Salon Receptionist is selected by and reports to the Owner. In some instances and absence of the Owner, the Salon Receptionist reports directly to the Stylist in charge as instructed.

JOB REQUIREMENTS

To perform this job successfully, the individual must be able to complete all areas outlined for this position in a satisfactory manner. The requirements listed below are representative of the knowledge, skills, and/or abilities necessary to meet the minimum job requirements of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

EDUCATION

Required: High School Diploma or equivalent

Preferred: College degree in administrative or business field

EXPERIENCE

Required: Two or more years experience in a retail and/or service industry, with heavy concentration on customer service and/or sales.

Preferred: Salon experience. UV Tanning experience.

SKILLS, KNOWLEDGE, AND ABILITIES

- Coordinate the daily flow of customer scheduling, servicing, and check out. Multi-tasking is key.
- Effectively communicate, in English, both verbally and in writing.
- Excellent knowledge of the industry and trends impacting the salon.
- Excellent personal/social skills when dealing with vendors, customers, coworkers, and Owner. This includes not discussing any internal business or personal issues in front of customers.
- Flexible. Able to adapt to sudden changes throughout the day or to work schedules.
- Freely and openly take direction from Owner and Stylists.

- Handle cash and other tenders of payment.
- Learn and effectively use the salon's computer system including updates.
- Perform light administrative duties accurately and in a timely manner.
- Quick decision maker.
- Respond to common inquiries or complaints from customers, staff, or vendors.
- Run a front desk area in an efficient manner and never leave the area unattended.
- Sell - in person and over the phone. This includes up-selling.
- Team player, supportive of Stylists' and Owner's needs.
- Understand and apply verbal instructions in a fast-paced atmosphere.

WORKING CONDITIONS

This position will be working primarily indoors in a smoke free, temperature controlled office environment. The noise level in the work environment is usually moderate. Music plays at all times. The energy level can, at times, be high and chaotic.

AUTHORITY

The Salon Receptionist is authorized to take any reasonable action necessary to carry out the responsibilities assigned so long as such action does not deviate from established business policy and is consistent with sound business judgment.

The Salon Receptionist is authorized to:

- Access petty cash for approved purchases.
- Make bank deposits/or change orders.
- Make phone calls on the Owner's behalf with prior knowledge &/or direction.
- Sign for deliveries.
- Place approved orders for inventory according to guidelines.
- Appropriately compensate clients for poor service with consent from Owner and/or Stylist.

DUTIES AND RESPONSIBILITIES

The duties and responsibilities of the Salon Receptionist include, but are not limited to:

- Accurately explain services to clients.
- Maintain scheduling, usage and upkeep of tanning facilities.
- Be trained and master all aspects of tanning services, usage, equipment and sanitation procedures.
- Be trained and master various salon sanitation and client safety procedures.
- Answer 2 - line phone system within 3 rings.
- Assist in controlling spending and costs by periodically researching all regular overhead items and new needs. This especially applies to all supply types and may include shopping for such items.
- Assist in reducing waste.
- Assist Owner with events per Owner's direction.
- Manage salon cleanliness.
- Check voice and email messages frequently.
- Manage online appointment requests and inquiries.
- Check, clean, and stock restrooms periodically throughout each day.
- Ensure complete client check in.

- Ensure customer satisfaction. Handle concerns and then bring those issues to the Owner and/or Stylist's attention in private.
- Ensure daily appointment confirmation calls.
- Ensure proper scheduling and assigning of customers to staff.
- Maintain a clean and stocked customer beverage, sitting, and retail areas.
- Make phone calls per Owner's request.
- Manage and balance the cash drawer.
- Manage inventory of retail products, back bar products, office supplies, and janitorial supplies.
- Perform daily paperwork as required.
- Prepare and present reports as required by Owner.
- Create and update salon receptionist schedules.
- Communicate all pertinent information regarding stylist's needs, cleaning, clients or supplies if changing shifts with other receptionists.
- Receive and process packages according to procedure.
- Verify invoices against packing slips.
- Regularly keep up with filing.
- Screen salespeople and solicitors for Owner.
- Sell and upsell products and services.
- Any other duties and responsibilities that may be assigned by the Owner from time to time.

MEASURES OF PERFORMANCE

The Salon Receptionist shall be deemed to be performing in an acceptable manner when the following have been accomplished:

- Subjectively, by the morale of the staff relating to the support, and thus the performance, of the Salon Receptionist.
- All deadlines/timelines met.
- Daily balancing of the drawer with 100% accuracy.
- 100% Client satisfaction during check in and check out.

ACKNOWLEDGEMENT

I have reviewed and understand the above job description and believe it to be accurate and complete, and I can successfully fulfill each duty or task. I also agree that management retains the right to change this job description at any time.

Salon Receptionist Signature

Date

Owner's Signature

Date